

In the Claims:

Please amend the claims as follows:

1. (Currently Amended) A method for evaluating compliance with a service-level agreement, said method comprising the steps of:

defining service level classes of service as a function of agreed-to service level metrics;
~~for grouping~~ at least one of host system, user, URL, hosted site, transaction, content and file type
into respective service level classes of service;

defining ~~a set of parameters~~ said service level metrics to be measured for each of said classes;

defining acceptance levels for each class for each ~~parameter in said set of parameters of~~
said service level metrics;

collecting information related to measurement of said ~~parameters~~ service level metrics;
and

comparing said acceptance levels to said information.

2. (Previously Presented) The method of claim 1 in which said step of defining further includes the steps of:

providing a format in which a set of servers will provide information to be measured; and
collecting said information.

3. (Original) The method of claim 1 in which said step of defining acceptance levels comprises the step of generating a database entry for each service commitment element of a service-level agreement.

4. (Currently Amended) The method of claim 1 in which the ~~set of parameters to be measured is~~ service level metrics are selected from the set consisting of: records of performance, and errors, client IP address, username, date, time, service, server name, server IP address, processing time, bytes sent, bytes received, service status, operation, target URL, User Agent, referrer parameters, SMserver, Smmvirtual site, and cookie.

5. (Previously Presented) The method of claim 1 wherein the information collected further includes information selected from the group consisting of: assigned disk space, what the user can access, how the user's request is fulfilled within the system or web farm, user's subscribed level of service or class, transaction, number of requests, download size, file size, file type, time of day, week or month, response time of the back end servers, response time of the web farm, and how long it takes to complete a specified request or file.

6. (Currently Amended) An apparatus for evaluating real-time compliance with a service-level agreement comprising:

- at least one back-end server;
- a network connecting said at least one back-end server;
- a collection processor measuring and periodically collecting a set of defined ~~parameters~~ service level metrics for said at least one back-end server;
- a set of acceptance levels for said collected ~~parameters~~ service level metrics wherein said set of acceptance levels ~~depend on~~ define a service level class of service for at least one of host system, URL, hosted site, transaction, content, file type and user;
- a monitoring processor determining which of said collected ~~parameters~~ service level metrics exceed a corresponding acceptance level; and
- a reporting process that produces a report on a per-class basis of the results of said monitoring processor.

7. (Currently Amended) The apparatus of claim 6 in which the collection processor further comprises:

- an intelligent agent deployed on each of said back-end servers monitoring ~~a set of defined parameters~~ said service level metrics and logging them into respective log files;
- a scheduler triggering said reporter to begin collection of log files from a list of back-end servers;
- an accumulator requesting log files from the intelligent agent of each listed back-end server and consolidating the log files into a database; and
- an interface mechanism between said accumulator and each intelligent agent, said interface mechanism ensuring that each requested log file is completely transferred to the accumulator prior to starting consolidation.

8. (Previously Presented) The apparatus of claim 7 wherein each of said intelligent agents further keeps track of which portions of said log files have been transferred.

9. (Currently Amended) A method for implementing management of a service level agreement monitoring system for a set of back-end servers in a web farm comprising the steps of:

- defining a hierarchy of service level classes of service ~~parameters according to a hierarchy of service levels~~ as a function of agreed-to service level metrics;
- selecting at least one class of service ~~parameters~~ level metrics to be monitored;
- creating a database of monitored service ~~parameters~~ level metrics; and
- preparing reports and/or alarms according to said selected ~~at least one~~ class(s) of service ~~parameters~~ level metrics.

10. (Currently Amended) The method of claim 9 further including the step of providing a graphical user interface for performing at least one of selecting the class of service ~~parameters~~ level metrics to be monitored, defining thresholds of service-level commitments for at least some of said service ~~parameters~~ level metrics, defining alarm trigger events, scheduling monitoring and reporting functions, and determining reporting formats.

11. (Previously Presented) The method of claim 10 wherein said step of preparing reports and/or alarms is further based on thresholds, schedules, and formats defined by the graphical user interface.

12. (Currently Amended) The method of claim 9 in which said service ~~parameters~~ level metrics to be monitored are selected from the set consisting of: records of performance, transactions, and errors, client IP address, username, date, time, service, server name, server IP address, processing time, bytes sent, bytes received, service status, operation, target URL, User Agent, referrer parameters, SMserver, Smvirtual site, and cookie.

13. (Currently Amended) The method of claim 9 wherein said database of monitored ~~parameters~~ service level metrics further includes information selected from the group consisting of: the assigned disk space, what the user can access, how the user's request is fulfilled within the system or web farm, user's subscribed level of service or class, transaction, number of requests, download size, file size, file type, time of day, week or month, response time of the back end servers, response time of the web farm, and how long it takes to complete a specified request or file.

14. (Currently Amended) The method of claim 9 in which said classes of service ~~parameters~~ level metrics are selected according to user class, host class, and virtual site class.

15. (Currently Amended) The method of claim 9 wherein the step of defining a hierarchy of service level classes is based on one of users, URLs and virtual sites.

16. (Currently Amended) The method of claim 10 wherein the step of defining a hierarchy of service level classes is based on one of users, URLs and virtual sites.

17. (Currently Amended) The method of claim 1 in which said information related to measurement of said ~~parameters~~ service level metrics is collected in real-time.

18. (Previously Presented) The method of claim 1 in wherein each of said host system, user, URL, hosted site, transaction, content and file type belong to no more than one class.

19. (Currently Amended) The method of claim 1 in which said step of defining service level classes of service comprises the steps of:

identifying a set of agreed-to metrics; and

associating said set of agreed-to metrics with one of a plurality of said service level classes of service.

20. (Currently Amended) The method of claim 1 wherein each of a plurality of said service level classes of service is defined by a set of agreed-to metrics.

21. (Currently Amended) The method of claim 1 wherein said service level classes of service define a hierarchy of service levels.

22. (Currently Amended) The apparatus of claim 6 wherein said service level class of service for at least one of host system, URL, hosted site, transaction, content, file type and user is defined by identifying a set of agreed-to metrics and associating said set of agreed-to metrics with one of a plurality of said service level classes of service.

23. (Currently Amended) The method of claim 9 wherein the step of defining service level classes of service ~~parameters~~ comprises identifying a set of agreed-to metrics and associating said set of agreed-to metrics with one of a plurality of said service level classes of service.